

Managing VBA Performance & Results: Q3

Under Secretary for Benefits
Paul R. Lawrence, Ph.D.

Fiscal Year 2019, Quarter 3: April 1, 2019 through June 30, 2019

July 25, 2019



Today's Agenda

Present VBA **results**
in FY 2019 Quarter 3

Explain the **benefits**
we deliver to our
Veterans

Independence Day Challenge
Willie Clark, Deputy Under Secretary for
Field Operations

Home Loan Funding Fee Refund Initiative
Jeffrey London, Executive Director, Loan
Guaranty Service

Describe **engagement**
with Veterans

Answer **questions** from VSO partners

American Legion
Ralph Bozella

Paralyzed Veterans of America
Morgan Brown

Blue Water Navy

Blue Water Navy Vietnam Veterans Act of 2019

Public Law 116-23

- Effective January 1, 2020
- Presumption of herbicide exposure to Veterans 12 miles offshore of Vietnam
- Spina bifida benefits to children of Veterans who served in Thailand
- Retroactive effective date for previously denied claims

What Are We Doing?

- Compiling ship information to make the review process faster
- Obtaining details of final legal rulings & preparing to launch extensive communications outreach to Veterans
- Sec. Wilkie has stayed decisions until the law is effective
- Working to ensure we have proper resources in place to meet the needs of Blue Water Veteran community and minimize the impact on Veterans filing for disability compensation

Visit the site below for more information and to file a claim:

www.va.gov/disability/eligibility/hazardous-materials-exposure/agent-orange/navy-coast-guard-ships-vietnam/

VBA Priorities: Update



Provide Veterans with the benefits they have earned in a manner that honors their service



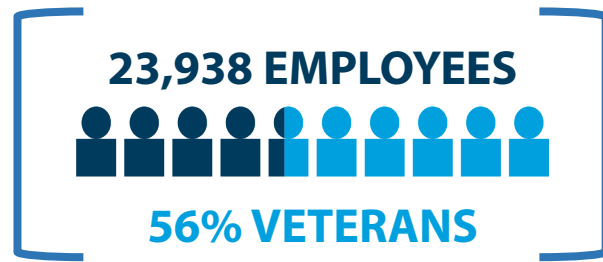
Ensure we are strong fiscal stewards of the money entrusted to us



Foster a culture of collaboration

VBA Overview

The mission of the **Veterans Benefits Administration** is to serve as a leading advocate for Service members, Veterans, their families and survivors, delivering benefits and services that honor their service, assist in their readjustment, enhance their lives, and engender their full trust.



56
REGIONAL
OFFICES

39
OTHER SPECIAL
PROCESSING AND
CALL CENTERS

\$28B
IN BENEFITS
DISTRIBUTED IN
FY19 Q3

540 INTAKE SITES, OUT-BASED FACILITIES, VETSUCCESS ON
CAMPUS SITES, AND VR&E OFFICES

VBA Business Lines



Insurance



Education



Compensation



Appeals



Pension & Fiduciary



Home Loan Guaranty



Vocational Rehabilitation
& Employment



Transition & Economic
Development

*"To care for
him who shall have
borne the battle and
for his widow, and
his orphan."*

A. Lincoln



Choose **VA**



FY19 Q3 Results: Compensation

Disability Compensation is a monthly, tax-free benefit to eligible Veterans in recognition of the effects of disabilities, diseases, or injuries incurred or aggravated during active military service.

COMPENSATION RESULTS	FY19 Q3	Target
Veterans Served	4.9M	-
Dollars Paid	\$22.3B	-
Claims Completed	350.9K	334.9K
Average Days to Complete	105.4	125
Issues Per Claim	4.7	-
Issues Completed	1.6M	-
Issue Quality	95.5%	96.0%

Significantly
more claims
completed

Ahead of target

Quality Control
remained high

Independence Day Challenge



Willie Clark

Deputy Under Secretary
for Field Operations

GOAL

When: May 6 through June 30th

What: Complete significantly more claims in this period than ever before

Reward: One day time off grant for Friday, July 5th

RESULTS

Completed 269,430 claims, ahead of the target of 255,000

**Day Off
Award
Granted!**

NOTES

VBA maintained a high level of quality

Non-rating work was unaffected



James P. Gferer

Assistant Secretary for
Information & Technology and
Chief Information Officer

Thank You VA Office of Information Technology!

FY19 Q3 Results: Appeals

- Legacy
- Appeals Modernization

APPEALS RESULTS

	FY19 Q3	Target	
VBA Legacy Appeals Inventory (Non-Remand)*	160,788	164,816	Ahead of Target

*Note: Pre-“board” workload inventory

Appeals Modernization

The **modernized decision review** process is a place for Veterans and other claimants who disagree with VA's decision on their claim. This applies to decisions made on or after February 19, 2019. Claimants have a choice of three review lanes (**Supplemental Claim**, **Higher-Level Review**, or **Appeal to the "Board" of Veterans Appeals**).

	Two VBA Decision Lanes	
	Supplemental Claim	Higher-Level Review
Target (Average Days)	125	125
Average Days to Complete	50	30
Claims Received	45,600*	9,436*

Significantly ahead of target

* Since February 19th, 2019

www.benefits.va.gov/benefits/appeals.asp

FY19 Q3 Results: Veterans Pension

Veterans Pension is a tax-free, needs-based benefit to wartime Veterans who are permanently and totally disabled or age 65 or older.

VETERANS PENSION RESULTS	FY19 Q3	Target	
Beneficiaries Served	244K	-	
Dollars Paid	\$786M	-	Ahead of Target
Claims Completed	18.9K	18.3K	Intentional focus on completing the oldest pending claims
Average Days to Complete	128.9	125	

FY19 Q3 Results: Survivors Benefits

Survivors Pension is a tax-free monetary benefit payable to qualifying spouses and children of a deceased Veteran with wartime service. **Dependency and Indemnity Compensation (DIC)** is paid to eligible survivors of Service members and Veterans whose death was related to their service.

SURVIVOR BENEFITS RESULTS	FY19 Q3	Target
Beneficiaries Served	619K	-
Dollars Paid	\$2.3B	-
Claims Completed	23.2K	26.6K
Average Days to Complete	134	125

Continuing to streamline processes

FY19 Q3 Results: Fiduciary

The **Fiduciary Program** appoints fiduciaries for beneficiaries who are unable to manage their benefits as a result of injury, disease, or age.

FIDUCIARY RESULTS	FY19 Q3	Target
Number of Beneficiaries in the Fiduciary Program	187.6K	-
Field Examinations <i>(Fiduciary/beneficiary relationship and wellness checks)</i>	25.2K	24.3K

Ahead of Target

FY19 Q3 Results: Insurance

The **Insurance Program** is the 14th largest insurance program in the U.S., providing coverage under 10 lines of life insurance protection to Service members, Veterans, and their families.

INSURANCE RESULTS	FY19 Q3	Target
Coverage Amount	\$1.2T	-
Total Lives Insured	5.7M	-
Timeliness of Disbursements	4.2 days	4.0 days
Accuracy of Disbursements	97.7%	99.0%
Found Beneficiaries	412	300
Benefits Paid to Found Beneficiaries	\$1.7M	-

Program Highlights

- Reduced SGLI premium
- Beat ACSI benchmarks

Reviewed & enhanced internal controls

Ahead of Target

FY19 Q3 Results: Education

The **Education Program** advances the education and skills of Veterans, Service members, family members, and survivors through a number of different programs, including the Post-9/11 GI Bill.

POST-9/11 GI BILL RESULTS	FY19 Q3	Target
Students	437,053	-
Dollars Paid	\$2.1B	-
Timeliness of Processing Original Applications	23.3 days	28 days
Accuracy	98%	98%

Program Highlights

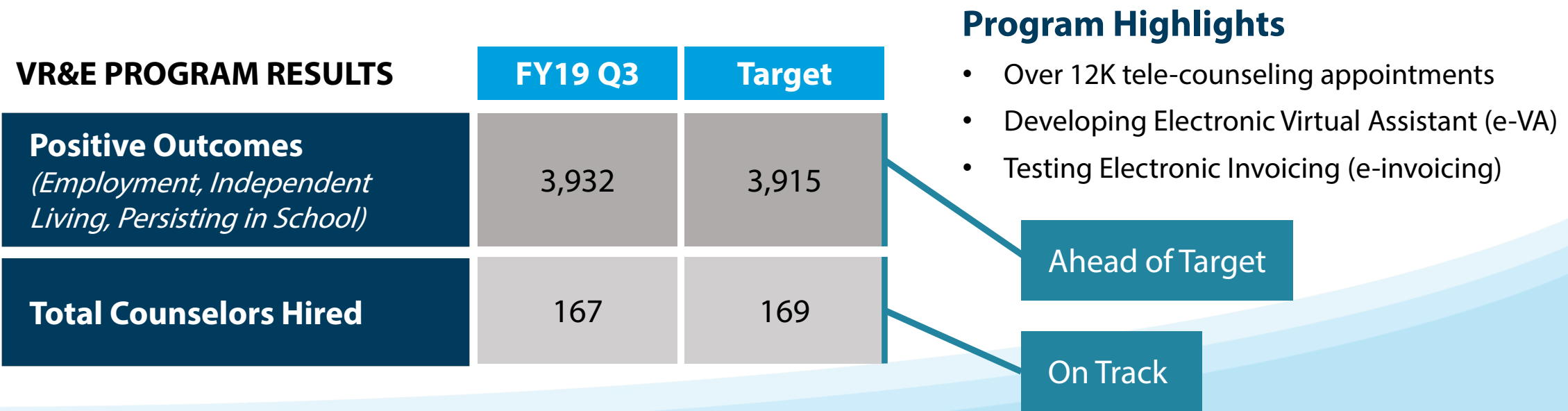
- **VET TEC** is live and accepting Veteran applications
- **STEM Scholarship** program will begin accepting applications and awarding benefits August 1

Ahead of Target

For issues or concerns, call **1-888-GI-BILL1**

FY19 Q3 Results: VR&E

The **VR&E Program** assists Service members and Veterans with service-connected disabilities and an employment handicap prepare for, find, and maintain suitable careers, or maintain a life of independence. VR&E employs over **1,000** professional vocational rehabilitation counselors and delivers services through a network of over **350** office locations, including **104** VetSuccess on Campus (VSOC) schools/sites.



FY19 Q3 Results: Home Loan Guaranty

Home Loan Guaranty helps Service members, Veterans, and their families obtain, retain, and adapt a home or refinance an existing home loan, with typically no down payment and no mortgage insurance, limited closing costs, no pre-payment penalty, and foreclosure assistance. VA also offers specially adapted housing grants for Veterans with certain service-connected disabilities.

HOME LOAN GUARANTY RESULTS	Actuals	
Home Loans	155,685 <i>Number of Loans</i>	\$44.1B <i>Total Loan Amount</i>
Foreclosures	19,394 <i>Foreclosure Avoidance</i>	99,824 <i>Veteran Contacts</i>
Certificates of Eligibility Issued with VA staff Intervention	99.8% <i>within 5 Days</i>	83.7% <i>within 1 Day</i>
Specially Adapted Housing Grants	597 <i>Approved</i>	\$32.6M <i>Approved Funds</i>



Army Veteran was 24 millionth VA home recipient

Home Loan Funding Fee Refund Initiative



Jeff London

Executive Director
Loan Guaranty Service

- Veterans who received a retroactive rating for a service-connected disability with an effective date prior to their home loan closing are potentially due a refund of the funding fee
- Veterans receiving a refund will be notified by mail and will receive their refund by direct deposit
- **Projected completion date:** September 30, 2019

Call **877-827-3702** or visit the site below for more information:
https://www.benefits.va.gov/homeloans/purchaseco_loan_fee.asp

FY19 Q3 Results: Transition & Economic Development

Transition and Economic Development provides Service members and Veterans with opportunities for economic advancement from military service through civilian life by connecting them to VA benefits, economic information, partners, services, and tools they need.

TRANSITION ASSISTANCE RESULTS	Actuals	Target
VA TAP Touches (Q3)	48,179	-
Customer Satisfaction (Q2)	95.5%	95%

Q3 results align with Department of Defense's customer satisfaction reporting cycle.

VA TAP Touches are individual interactions with transitioning Service members, Veterans, spouses, and caregivers through TAP briefings.

Program Highlights

- **The Post Separation TAP Assessment (PSTAP)** Outcome Study was launched June 6. Results are anticipated in October
 - If you receive the survey, go to www.va-pstapsurvey.org to complete

FY19 Q3 Engagement with Veterans & Stakeholders

Outreach Accomplishments

- **Alaska Outreach Campaign** – In June, VBA (with VHA and the state of Alaska) held a campaign to connect with rural and hard-to-reach Veterans in Alaska
 - **Claims & Benefits Clinics:** Veterans were served at clinics in Anchorage, Palmer, Delta Junction and Fairbanks.
 - **Stakeholder Roundtable:** VA leadership joined Alaska representatives and community organizations to discuss challenges and opportunities to increase service to rural and hard-to-reach Veterans
- **VBA completed over 3,400 outreach events in Q3.** VBA Overseas Military Service Coordinators had over 4,000 interactions with Service members and Veterans in Europe and Far East in Q3.

Under Secretary Engagement

- VFW Post 6498 Veteran Town Hall, Milwaukee WI
- Community College of Allegheny Student Veteran Roundtable
- VSO Veteran Town Hall hosted by Veteran Coalition St. Clair Shores, MI



Budget Through Q3: On Target

	2019 Dollars (in millions)	3rd Quarter Actuals (in millions)	% Actuals Obligated
Payroll	\$2,467	\$1,834	74%
Contracts	\$1,688	\$1,350	80%
Rent, Comm., Utilities	\$177	\$139	79%
All Other	\$43	\$9	21%
Travel	\$28	\$20	71%
Total	\$4,403 or \$4.4B	\$3,352 or \$3.3B	76%

Oversight

FY 19 Q3 Congressional Hearings

April

- [HVAC EO Legislative Hearing](#)
- [Fiscal Year 2020 President's Budget: Requests Related to Veterans' Readjustment Benefits](#)

May

- [DAMA Legislative Hearing](#)
- [Examining Ongoing Forever GI Bill Implementation Efforts](#)

June

- [Evaluating the Effectiveness of VA's Vocational Rehabilitation and Employment \(VR&E\) program](#)
- [Examining Mid-Semester School Closures Impact on Student Veterans](#)
- [Military Sexual Trauma](#)



Q&A

For the Q&A portion, we invited questions from
The American Legion and Paralyzed Veterans of America.



**Paralyzed
Veterans
of America**

Q&A

Ralph Bozella

Chairman of Veterans Affairs & Rehabilitation Commission
The American Legion



QUESTIONS:

1. What can VA do to speed up the claims process so that Veterans can get Blue Water Navy claims completed
2. If Veterans have died will DIC be available to their dependents?

Response:

Blue Water Navy Veterans are encouraged to submit disability compensation claims for conditions presumed to be related to Agent Orange exposure.

To make the review process for these claims faster, VA is:

- Compiling ship information
- Digitizing Naval records
- Developing a communications campaign to reach Vietnam Veterans

Veterans will have priority in claims processing, as follows:

- Veterans over age 85
- Veterans with life-threatening illnesses
- Veterans facing imminent homelessness
- Veterans facing financial hardship

Eligible survivors of deceased Blue Water Navy Veterans may benefit from the new law and may file for claims for benefits based on the Veterans' service.

Visit the site below for more information and to file a claim:

www.va.gov/disability/eligibility/hazardous-materials-exposure/agent-orange/navy-coast-guard-ships-vietnam/

Q&A

Morgan Brown

National Legislative Director
Paralyzed Veterans of America

Question:

What is VA doing to ensure proper staffing at all levels?



Response:

As Secretary Wilkie will say, we must be agile.

We develop our staffing budget based on estimated future workload

- Budget passed by Congress
- VBA monitors workload and refines staffing

Find opportunities to streamline VBA

- Reduce redundancy
- Move staff to where they are needed most

USAJOBS

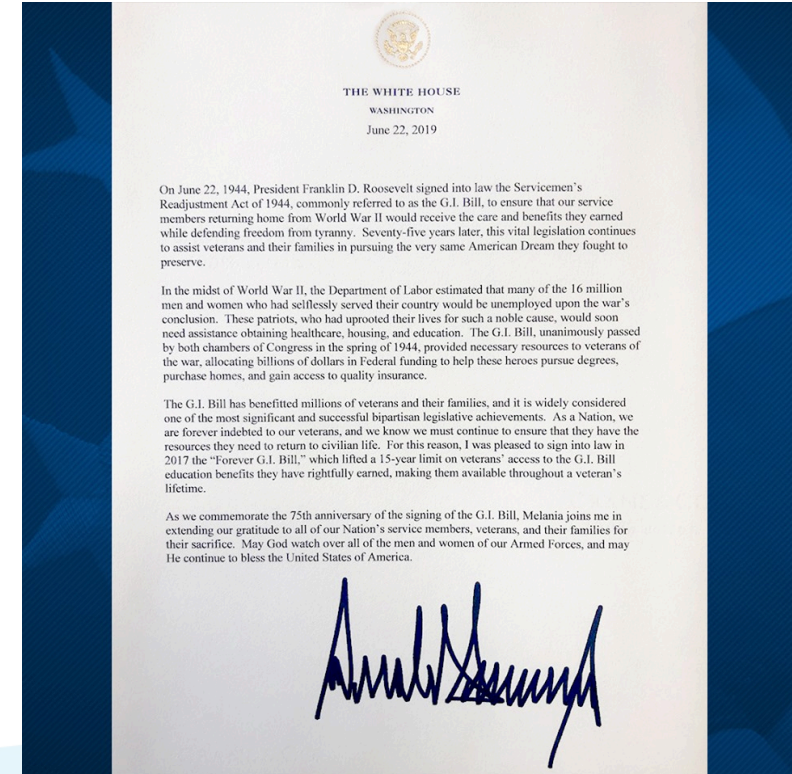
We're Hiring! Check the link below:
[Veteran Service Representative \(VSR\) Positions](#)

Celebration of the 75th Anniversary of the GI Bill



To learn more about the 75th anniversary of the GI Bill and hear **GI Bill Stories** from Veterans around the world, visit:

<https://www.benefits.va.gov/gibill/75th-anniversary.asp>



FY19 Q3 Summary

- **Performance of Business Lines:** Strong
- **Independence Day Challenge:** Target Exceeded
- **Outreach to Rural Veterans:** Promises Fulfilled
- **Blue Water Navy Preparations:** Continued and Ongoing
- **Budget:** On Track

THANK YOU FOR YOUR CONTINUED SUPPORT!

Connect with us!

This webcast and materials will be posted at:

benefits.va.gov/stakeholder

For VA customer service, call:

1-800-827-1000

To learn more about VA Benefits, visit:

benefits.va.gov

For more specific questions, access:

[Inquiry Routing & Information System](#) (IRIS)



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